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ATTORNEYS AT LAW
835 HANOVER STREET, SUITE 301
MANCHESTER, NEW HAMPSHIRE 03104

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DATE: June 21, 2004

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TO: Allan Housain

PHONE:
FAX: 1-703-746-5744FROM: Paul J. Kroon, Jr., Esq.
Bourque Law Offices
Manchester, New HampshirePHONE: 603-623-5111
FAX: 603-624-1432

RE: Dynamic and Interdependent Processing of Inbound
Our Reference: CONCERTO-500AX
Number of pages including cover sheet: 23

Original of this document to be mailed as well: YES NO

Attached is a draft response for your review.

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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Szlam et al.
Serial No. : 09/437,414
Filed : November 10, 1999
For : Dynamic and Interdependent Processing of
Inbound and Outbound Communications
Attorney's Docket : CONCERTO-500AX
Examiner : Allan Hoosain
Group Art. Unit : 2645

I hereby certify that this correspondence is being transmitted by facsimile to
Commissioner of Patents, Alexandria, VA 22313-1450 at fax phone number 703-746-
5744 on June 21, 2004.

By 

Paul J. Kroon, Jr., Esq.
Registration No. 51,902
Attorney for Applicants

PROPOSED AMENDMENT AFTER FINAL PURSUANT TO 37 C.F.R. § 1.116DRAFT - NOT FOR ENTRY

Commissioner of Patents
PO Box 1450
Alexandria, VA, 22313-1450

Sir:

In response to the Office Action dated February 2, 2004,
please amend the above-identified Patent Application as follows: